

# QUALITY ASSURANCE EVALUATOR

## MA STATE 911 APPROVED TRAINING COURSE

The Quality Assurance Evaluator (QAE) course will prepare the student to perform successfully in the position of QAE. This course will cover the ethics, roles, and functions of a QAE, focusing on strong, objective writing and analytical skills and the general and legal knowledge requirements of a QAE. This course meets the APCO ANS 3.106.2.2017. Additional topics include performance expectations, calibrations, stress management, and professional and career continuing education. After successfully completing this 2 day course and the final exam, the student will earn a QAE certificate.

### OBJECTIVES

- 01** Understand the importance of selecting the correct individual(s) to perform in the position of Quality Assurance Evaluators (QAEs)
- 02** Describe the characteristics of a successful Quality Assurance Evaluator (QAE)
- 03** List various roles that a QAE must fulfill.
- 04** Identify the essential function of a QAE
- 05** Explain the importance of American National Standards Institute (ANSI) standards pertaining to creating a quality assurance program and minimum training standards for quality assurance evaluators.



### NORTHERN MIDDLESEX REGIONAL EMERGENCY COMMUNICATIONS CENTER

November 9-10, 2022

0800-1700

\$400.00

987 Whipple Road

Tewksbury, MA 01876